

Welfare Benefits Advisor

> Operations > Legal and Support

What's it all about

Working across the Operations Directorate and reporting into a Senior Welfare Benefits Advisor, you will deliver proactive and comprehensive benefits advice service to Notting Hill Genesis residents.

With a focus on early intervention, you will work collaboratively with operational teams to drive early referrals, so that residents' incomes are maximised, housing costs are easy to pay, residents can sustain their tenancy or lease and live well in their homes.

How you'll make a difference

As a Welfare Benefits Advisor, you will have a pivotal role in the delivery of the tenancy sustainment strategy. Key to your success will be delivering a customer focused, high quality and consistent welfare benefits service to residents across all tenures.

You will provide specialist support to residents that you identify or are referred to you by operational teams. This includes being out in the community to provide accessible and visible advice to residents and working with external agencies to achieve positive outcomes for residents, that help maximise their income and sustain their tenancies or leases.

Working collaboratively with the wider tenancy sustainment team, you will offer approachable and expert guidance to frontline staff, empowering them to embed tenancy sustainment strategies in their day-to-day work.

How you'll do it

Operational

- Provide comprehensive welfare benefits advice and advocacy service to residents; including but not limited to, providing expert advice on all aspects of the welfare benefits system, supporting residents to challenge decisions and resolve complicated issues, supporting with benefit appeals including preparation of

submissions and representing customers at tribunals to support tenancy sustainment.

- Manage a complex and demanding caseload, juggling competing priorities, ensuring cases are progressed and deadlines and performance indicators are met. Work inquisitively under own initiative to determine actions needed for each case.
- Provide a responsive and inclusive service to residents, taking account of, and adapting to, individual needs. Be visible in the community to front line teams and residents to meet this end.
- Support residents to maximise their income through signposting to charitable grants and funding and referrals to external partners.
- Maintain a strong working knowledge of social security legislation and case law. Keep abreast of national and local benefit changes.

Cross-team working

- Be a specialist resource providing welfare benefits and income maximisation advice to operational teams to develop their knowledge and capacity to support residents with a focus on proactive and early intervention.
- Work collaboratively with operational teams and safeguarding colleagues to resolve complex cases involving vulnerable or non-engaging residents.
- Design and deliver benefits training as required and in response to common themes and where referrals are not adequate.
- Work closely with the operational, legal teams and the wider tenancy sustainment and safeguarding team, to be confident that legal escalation against residents takes place once all reasonable proactive engagement with residents has been exhausted, always focusing on tenancy sustainment objectives.
- Support teams to ensure they make the best use of all tenancy sustainment and safeguarding resources.

- Ensure key messages or changes that may impact on NHG and residents are communicated to frontline teams consistently, with a focus on early intervention.
- Support the universal credit managed migration work as required.

General

- Represent NHG externally, developing and maintaining relationships with stakeholders and partners in key boroughs as required.
- Develop and maintain links with other welfare and financial inclusion advisers to share information and best practice.
- Actively contribute ideas to the development and continuous improvement of the tenancy sustainment service, using insight gained from working with residents and frontline staff. Feed into policy and practices to support this.
- Initiate take up campaigns amongst residents in response to benefit changes and in line with profiling analysis.
- Provide support and advice to team managers/supervisors where necessary.
- Work in accordance with team procedures and policies to ensure sound working practices and effectiveness of the team.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership.

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

Essential

- Significant experience of providing all areas of welfare benefits advice and casework (including an excellent up-to-date knowledge of the statutory framework and ability to identify implications of legislation changes to welfare benefits).
- Strong people and interpersonal skills.
- Experience of providing services to vulnerable adults and working with a diverse client group.
- Practical knowledge of financial inclusion sector, including experience of making successful grant applications.
- Previous experience within an advice setting.
- Knowledge of current social housing legislation and good practice.
- Excellent verbal and written communication skills.
- Strong negotiation skills.
- Good numeracy skills.
- Ability to meet KPIs and deadlines.
- Effective IT skills including intermediate MS Office skills, and ability to use housing software packages as required.

Desirable

- Previous experience within a housing organisation or advisory centre.